



P R O V I D E R B U L L E T I N

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To: All Indiana Health Coverage Programs Physicians

Subject: Procurement of Hoosier Healthwise Managed Care Organizations' Contracts

Important News Regarding Hoosier Healthwise Managed Care

All current Hoosier Healthwise Managed Care Organization (MCO) contracts expire December 31, 2000, and new MCO contracts are effective January 1, 2001. The state of Indiana is negotiating contracts with four MCOs. At this time, the MCOs and the geographical areas they will cover are as shown in Table 1.1.

Table 1.1 – MCO Contracts for 2001

MCO	Region
Harmony Health Plan of Indiana	Northern Region
IU Health Plan/MDwise	Central Region
Managed Health Services	Statewide
Maxicare/MaxiHealth	Statewide

The new MCO contracts will have an effective date of January 1, 2001; however, these contracts have not been finalized or signed. An MCO must have a signed contract with the State before the State will process primary medical provider (PMP) enrollments in the MCO's network with a 2001 effective date. PMPs may be enrolled in MCO networks when the MCOs have signed contracts with the State. PMPs are encouraged to sign contracts with an MCO as soon as possible, so enrollments can be processed as soon as the MCO-State contracts are finalized.

If a provider is currently a Hoosier Healthwise PMP, or is thinking about becoming one, the provider should read the information in this bulletin to obtain additional information about the PMP enrollment and disenrollment process during the Hoosier Healthwise MCO

contract transition. To participate on January 1, 2001, a PMP must be enrolled with a Managed Care Entity (MCE) in the Hoosier Healthwise program. An MCE is a State-contracted MCO or PrimeStep (Primary Care Case Management or PCCM).

PMP Enrollment and Disenrollment During the Hoosier Healthwise MCO Transition

The PMP enrollment and disenrollment period of the MCO transition will take place from December 2000 until March 2001.

During the MCO transition, the following guidelines apply:

- **A PrimeStep PMP** who wishes to disenroll from PrimeStep and enroll with a Hoosier Healthwise MCO **must submit a signed letter to Lifemark by 5 p.m. Wednesday, November 29, 2000**, stating the intent to disenroll from PrimeStep and the intent to enroll with an MCO. Lifemark must submit the information to EDS before December 1, 2000, for the provider to enroll with the MCO of the provider's choice. Also, the provider must sign a contract with the MCO of choice as soon as possible so that the MCO can submit the enrollment to EDS before 5 p.m. December 1, 2000. PMPs must complete all of these steps for an MCO enrollment to be effective as of January 1, 2001, and to transfer the PMP's members to the new plan along with the PMP.

PrimeStep PMPs who wish to remain in PrimeStep do not have to do anything.

- **PMPs** who wish to stay with their current managed care entity (MCE) or switch to another MCE (MCO or PrimeStep) must be aware of the following:
 - The current State-MCO contracts expire at the end of 2000; therefore, all currently enrolled MCO PMPs will be disenrolled from their MCO networks effective December 31, 2000. The MCOs must submit new PMP enrollment documentation for each PMP by 5 p.m. December 1, 2000, so that these providers will be enrolled as PMPs under the new State-MCO contract effective January 1, 2001. **All PMPs currently participating in a Hoosier Healthwise MCO must have a signed contract with an MCO so that the MCO can submit the PMP's enrollment documentation to EDS by December 1, 2000.**
 - If enrollment documentation is not submitted by an MCO and received at EDS by 5 p.m. December 1, 2000, the PMP will be temporarily enrolled in PrimeStep with an effective date of

January 1, 2001. PMPs enrolled in PrimeStep will receive a letter advising them of the PMP certification code used to authorize specialty care. For information about the use of the PMP certification code, please call the Hoosier Healthwise Helpline at 1-800-889-9949, Option 3.

- Any PMP enrollment submitted to EDS from an MCE on December 2, 2000, or later will have an effective date (with that MCE) of February 1, 2001, at the earliest.
- If a PMP is temporarily enrolled into PrimeStep with an effective date of January 1, 2001, the PMP must sign a contract with an MCO or PrimeStep **within 90 days of January 1, 2001**, or the PMP will be disenrolled from the Hoosier Healthwise managed care program.
- These deadlines provide EDS with sufficient enrollment and disenrollment processing time so that there are no enrollment gaps for PMPs who want to keep their current member panels. When there are gaps in PMP enrollment due to mistiming of the PMP enrollment and disenrollment submissions, a PMP will lose his/her Hoosier Healthwise member panel.

General Information

- All providers who wish to contract with an MCO must first be enrolled as an Indiana Health Coverage Programs (IHCP) provider. This includes primary care physicians who want to enroll as a Hoosier Healthwise PMP. Providers must submit IHCP provider enrollment applications directly to the EDS Provider Enrollment Unit. To obtain an IHCP Provider Application, contact EDS at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.
- Unlike the commercial managed care industry, Hoosier Healthwise PMPs may not participate in more than one MCO network at a time. **PMPs may sign a contract with only one MCO.** PMPs may participate in both PrimeStep and one MCO simultaneously; however, new members are assigned to only one MCE at a time. PMPs affiliated with both PrimeStep and an MCO must designate under which system of care they wish to receive new patients.
- Once the MCO contract transition is complete in January 2001, if EDS does not receive a PMP's enrollment into another network before disenrollment from the old network, the PMP will lose his/her Hoosier Healthwise member panel due to a gap in enrollment.

Managed Care Entity Contact Information

Table 1.2 – Contact Information

MCE	Region	Telephone Numbers
Harmony Health Plan	Northern Region	General Issues (312) 516-4969 Provider Contact 1-800-504-2766 Vendor and Purchasing Contact (312) 516-4944
IU Health Plan/MDwise	Central Region	Customer Service (Members and Providers) (317) 630-2831 or 1-800-356-1204 Pharmacy Customer Service 1-800-206-4005 or for the hearing impaired, call TDD 1-800-972-4348 Transportation (317) 920-8000 or 1-800-243-1101
Managed Health Services (MHS)	Statewide	Provider Contracting and Administration 1-800-944-9661 Member Services 1-800-414-5946
Maxicare	Statewide	Provider Relations 1-800-360-6294 Member Services 1-800-401-6294
PrimeStep	Statewide	Helpline 1-800-889-9949 Option 1 – Member Services Option 3 – Provider Services